



**Huntsville Utilities**  
ELECTRICITY • NATURAL GAS • WATER

# ***THE CATALYST***

2024 ANNUAL REPORT







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# HUNTSVILLE UTILITIES

*"From the smallest home to the largest enterprise, our infrastructure enables a seamless connection to the future ahead."*



BIG SPRING PARK

## OUR MISSION OUR VISION OUR VALUES

Huntsville Utilities is a trusted publicly-owned provider of foundational services critical for sustaining lives and building a thriving community. Huntsville Utilities will remain an industry leader and trustworthy steward of our community's essential services.

**Do What's Right** Huntsville Utilities is a steward of the community's resources and foundational to the success of the region. The organization prioritizes ethical, accurate and comprehensive work to support its coworkers and community.

**Build Community** Huntsville Utilities, its employees and its customers are in this community together. The organization prioritizes respect for its coworkers and customers, efficiency and exceptional service in building the community's future.

**Get Better Every Day** Huntsville Utilities' employees, both personally and collectively, embrace continuous improvement and diverse perspectives. They collaborate and develop their thinking, systems, processes and technology to strengthen their work and empower a dynamic community.





# PRESIDENT / CEO MESSAGE

*"As we embrace a period of unprecedented growth, our focus remains steadfast: offering dependable service at rates designed to support economic development and fostering community success."*

## WES KELLEY

PRESIDENT / CEO

"For over eight decades, Huntsville Utilities has been providing foundational utility services to the City of Huntsville and the Madison County community. Since our inception in 1940, we have been the catalyst behind transformative economic growth, paving the way for Huntsville to become Alabama's largest city and positioning Madison County as a leading metropolitan hub in the state.

Huntsville Utilities stands as a trusted partner, committed to providing reliable service and affordable rates. Our mission is to empower economic development, support innovation and enhance

quality of life for everyone who lives in the Huntsville/Madison County region.

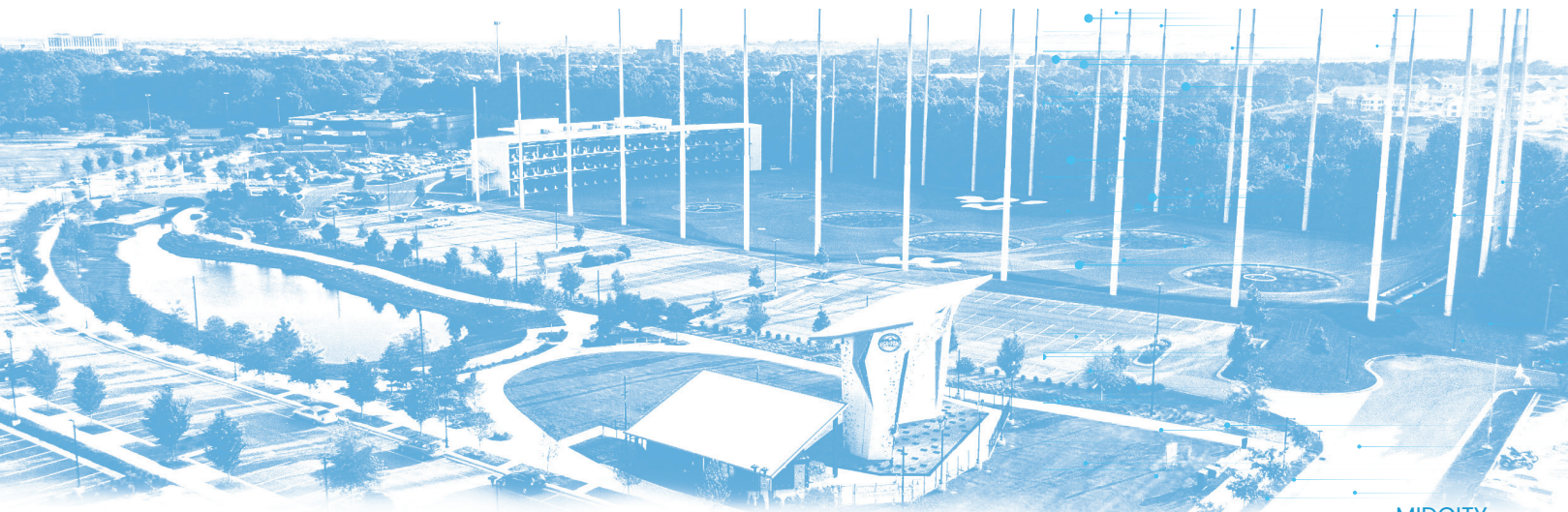
Each day, the men and women of Huntsville Utilities are responsible for services that sustain life and enable progress. Huntsville Utilities provides foundational infrastructure services to a growing community. From the smallest home to the largest enterprise, our infrastructure enables a seamless connection to the future ahead.

While ensuring the transmission of reliable electricity, the steady flow of clean water and delivering natural gas that fuels innovation, our team provides vital services. We are more than a utility provider; we are the backbone

of a community striving toward excellence and the catalyst to innovation.

As we embrace a period of unprecedented growth, our focus remains steadfast: offering dependable service at rates designed to support economic development and foster community success. Through modernization, renewable energy initiatives and smart technology, we are shaping a future that is both sustainable and prosperous.

Huntsville Utilities is proud to serve as the community's catalyst—providing not just utilities, but the foundation for innovation, resilience and growth in the Huntsville/Madison County region."



MIDCITY



# ELECTRIC

*In 2024, Huntsville Utilities invested in infrastructure to meet customer growth and peak demand.*

Huntsville Utilities Electric Department worked diligently to keep up with the daily influx of new residents and businesses, ending the year serving 225,211 customers and meeting the challenge of a growing community. In 2024, the Electric System Peak Load Day was January 17th at 1,606,226 kW. The Electric system peaked again in August at 1,208,894 kW. In total, Huntsville Utilities purchased 5,637,192,857 kWh of electricity from the Tennessee Valley Authority in FY2024.

To address the community's ongoing growth, Huntsville Utilities prioritized enhancements to key infrastructure. This includes upgrading electrical voltage in sections of Harvest to boost reliability and continuing construction on the new Electric Operations Center. The new facility is now designed to withstand an EF-5 tornado and will house much-needed technological upgrades to the Dispatch Center.

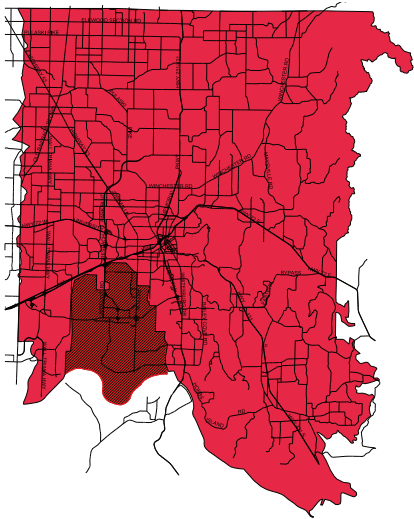
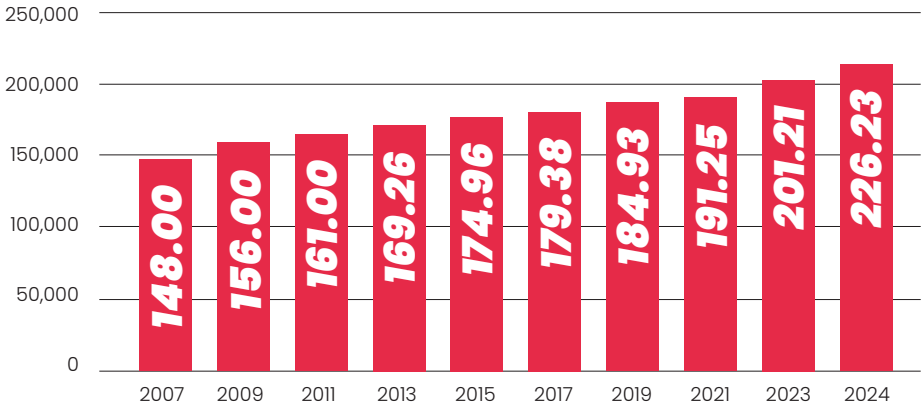
Electric Operations continues to earn awards from multiple organizations. Huntsville Utilities' Lineman were recognized at the American Public Power Association Lineman Rodeo, the Tennessee Valley Lineman Rodeo and the International Lineman Rodeo. The department continues to maintain its Reliable Public Power Provider (RP3) Diamond Status through the American Public Power Association.





## ELECTRIC CUSTOMERS

IN THOUSANDS



Representation of electric customers in Huntsville.



# NATURAL GAS

*Huntsville Utilities Natural Gas Department is responsible for 1,588 total miles of natural gas distribution pipeline.*

The demand for natural gas in the region continues to rise as customers recognize its advantages as a clean-burning, efficient, reliable and affordable energy source.

In 2024, Huntsville Utilities Natural Gas Department propelled economic development across the greater Huntsville area. During the fiscal year, the department expanded its infrastructure by adding 32 miles of distribution pipeline, bringing the total to 1,588 miles. Huntsville Utilities welcomed 1,382 new natural gas customers, increasing the total served to 64,046. In 2024, the Natural Gas System Peak Load Day was January 20th at 86,112 MMBTUs. In total, Huntsville Utilities Natural Gas Department provided 7,105,389,834 CUF to customers during 2024.

To meet growing demand, the natural gas operations team worked diligently, including relocating four miles of 12-inch steel pipeline to accommodate the new Northern By-Pass at the intersection of North Memorial Parkway and Bob Wade Lane.

Huntsville Utilities is a recognized leader in the natural gas industry. In 2024, the Natural Gas Department received the American Public Gas Association (APGA) Safety Award for systems exceeding 70,001 staff hours, along with the APGA Safety Management Excellence Award.

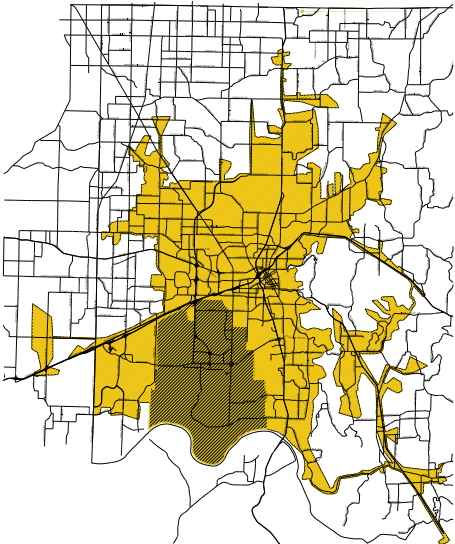
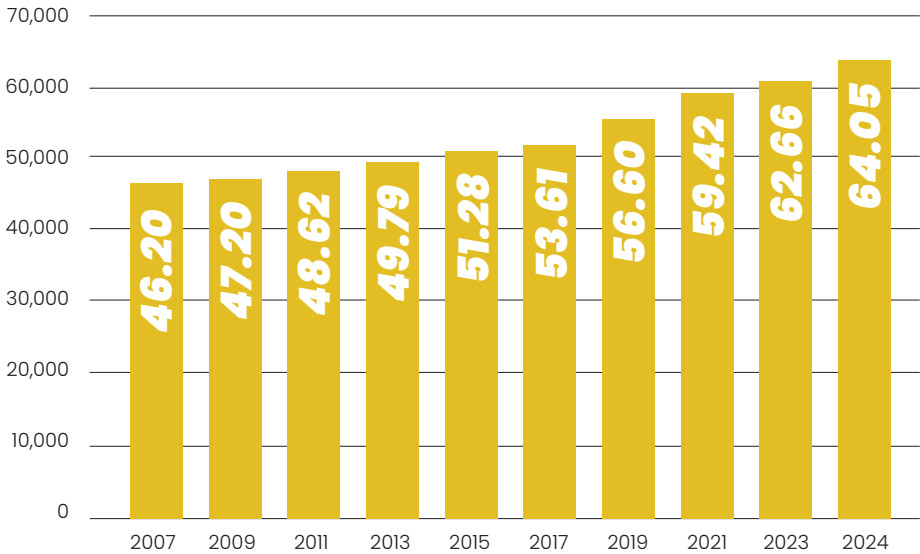
Notable individual achievements include:

**Bubba Jones**, Natural Gas Operations Manager, was

named the Alabama Natural Gas Association's Person of the Year for his decades of dedicated service.

**Todd Gentle**, Natural Gas Operations Director, was elected President of the Alabama Natural Gas Association Board of Directors and received the APGA Research Foundation's Distinguished Service Award.

## NATURAL GAS CUSTOMERS IN THOUSANDS



Representation of gas customers in Huntsville.



# WATER

*While all the services are essential, water is the only service Huntsville Utilities provides that its customers cannot live without.*

Huntsville Utilities provides water to the city limits of Huntsville, Limestone and Madison Counties, serving over 100,000 customers. The water department manages 1,423 miles of pipe with 21 miles of pipe added in 2024. On August 8th, the Water Department pumped 80,682,000 gallons of water to customers, the peak day of the year. In total, the Water Department pumped 21,157,547,000 gallons of water during FY2024.

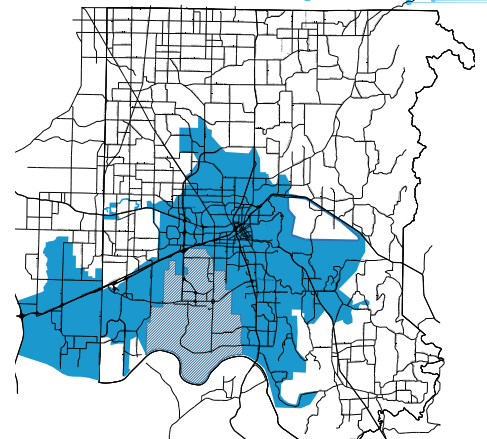
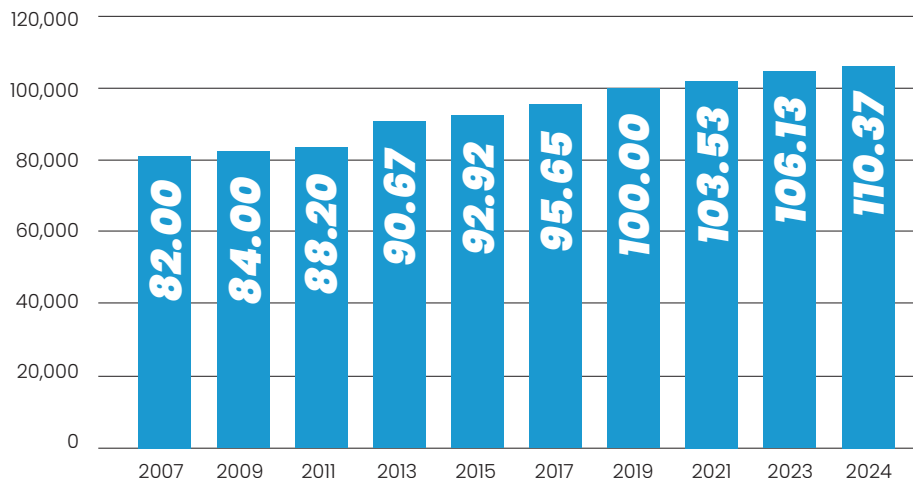
Water Operations is highly rated as evidenced by the awards received during the fiscal year:

- Gold Award for Exceptional Utility Performance from the Association of Metropolitan Water Agencies
- Best Operated Plant Award for Surface Water (40.1 – 50 MGD): South Parkway Water Treatment Plant
- Best Operated Plant Award for Groundwater Serving >100,000 Population: Lincoln-Dallas Water Treatment Plant
- Best Operated Distribution System Serving >100,000 Meters
- Three-Year Award for Best Operated Plant for Groundwater Serving >100,000 Population: Lincoln-Dallas Water Treatment Plant
- Three-Year Award for Best Operated Distribution System Serving >100,000 Meters

Water Operations has completed several major water system improvement projects:

- \$30 million-dollar South Parkway Water Treatment Plant rehabilitation project, which will ensure the plant's continued use for at least another 50 years
- Approximately 5,000 feet of 16-inch water pipe was added along Pulaski Pike to increase water capacity in North Huntsville and Northwest Madison County
- The Water Storage Tank on Pulaski Pike at Sparkman Drive was rehabilitated and features a new mural that celebrates the rich cultural diversity of the greater North Huntsville community

## WATER CUSTOMERS IN THOUSANDS



Representation of water customers in Huntsville.

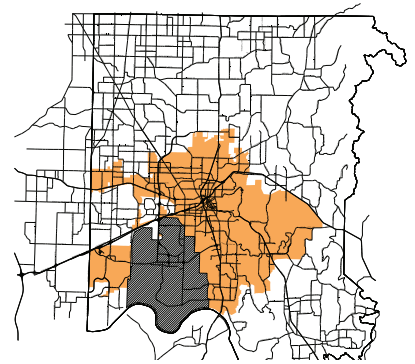


# FIBER

With a dedicated team of 18 employees, the Huntsville Utilities Fiber Department is a driving force for growing the broadband network and services provided across Huntsville. Over 53 miles of new fiber cable was added to the network in 2024.

In addition to long-standing service agreements with the City of Huntsville, Alabama A&M University, UAH, Huntsville Hospital,

Huntsville City School and the access provided to Google Fiber and their thousands of customers, Huntsville Utilities is partnering with the Huntsville Police Department to install fiber access for their cameras and traffic signal network throughout the city. This high-speed data transfer capability dramatically enhances the quality of service by those using the network and is essential for a thriving community.



Representation of fiber customers in Huntsville.



# ENERGY SERVICES

The Energy Services team experienced a record-breaking year, driven by growth in the Huntsville metropolitan area.

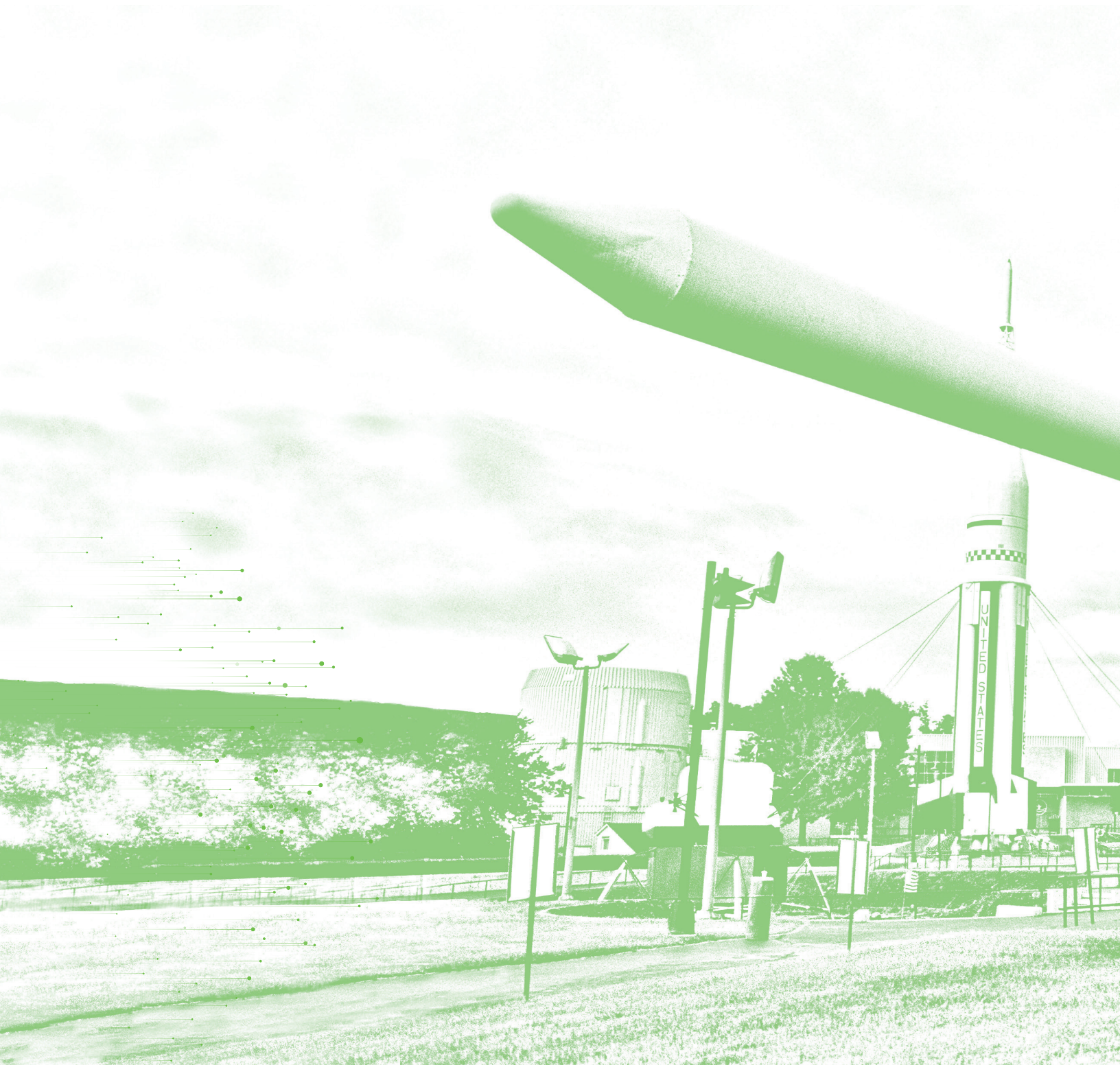
- **New Homes Program:** The team completed 2,973 State of Alabama Energy Code certifications for new homes from October 2023 to September 2024—a 22.1% increase (539 homes) from FY2023 and the highest total in Energy Services history.
- **Department Restructure:** To meet rising demand, Energy Services increased the number of inspectors.
- **Home Efficiency Programs:** The Home Efficiency Survey Program conducted 76 residential inspections, providing homeowners with recommendations for energy efficiency upgrades. Additionally, 27 High Bill Surveys helped customers identify causes of sudden high utility bills, often linked to extreme weather or inefficiencies.
- **Home Uplift Program:** Energy Services retrofitted 46 homes for low-income homeowners at a cost of \$523,599. Funding came from ARPA grants, TVA and Project Share donations from customers and employees.

These efforts underscore Energy Services' commitment to supporting Huntsville's growth and improving energy efficiency.

# CUSTOMER SERVICE

*Huntsville Utilities is in the midst of transitioning to a new customer service platform.*

Huntsville Utilities prioritizes customer satisfaction above all else. To continue improving the customer experience, the organization is transitioning to a new customer service platform,





National Information Solutions Cooperative (NISC). The new platform is set to launch in late summer 2025. Teams across Huntsville Utilities are working together to ensure a seamless transition.

While online and digital customer interactions continue to rise each year with services like automatic

payments and e-billing, Huntsville Utilities maintains its commitment to top-quality customer service across all channels - online, in-person and by phone. In 2024, 6,646 customer interactions were processed through online chat and 12,420 interactions via email. Residential applications processed 19,908 online requests.

The customer lobby continues to be a busy area with representatives assisting 3,858 commercial and 31,930 residential walk-in customers. The customer information center assisted 274,701 residential and 24,998 commercial customers via telephone.



SPACE & ROCKET CENTER



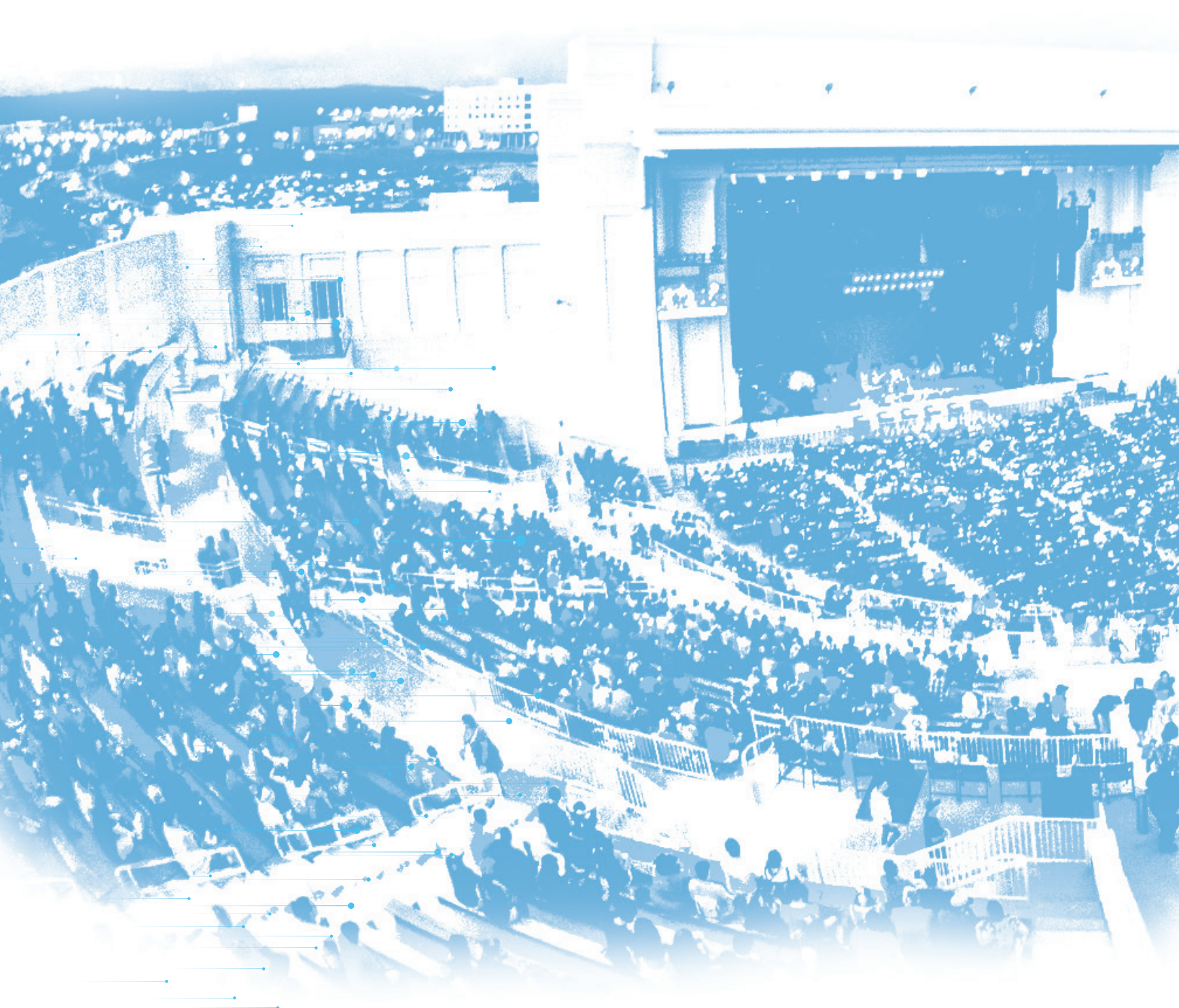
# COMMUNITY SERVICE

Huntsville Utilities continues to be a philanthropic service to the community. Through the Volunteer Council, Huntsville Utilities employees organize community fundraisers and activities for local community non-profits year-round.

During the fiscal year, the Volunteer Council was chaired by Melody Blakenship and supported the following activities in the community (an abbreviated listing): Greater Huntsville Humane Society, HudsonAlpha's Tie the Ribbon, Liz Hurley Walk, Bikes or

Bust for Kids to Love, March of Dimes, Heart Walk, Alzheimer's Walk, The Legacy Center and Wreaths for Veterans.

On April 20th, Huntsville Utilities held the 2nd Annual Impact Day. Thirty employees and





family members volunteered at the Academy for Learning and Character (ALCD).

Huntsville Utilities sponsored the 3rd annual Matchmaker Event at the VBC. The event allows local small businesses to connect with Huntsville Utilities to learn more about becoming a vendor service provider. The Huntsville Utilities Purchasing Department assisted in the execution of the event

with new vendor procurement guidance offered to attendees.

Huntsville Utilities values being a good corporate citizen by responding to the needs of the community. Huntsville Utilities awarded several large grants to local non-profit organizations through the Innovation Dividend Fund. The Huntsville Utilities Innovation Dividend Fund, in partnership with the Community

Foundation of Greater Huntsville, uses funds collected from ancillary revenues (not customer funds) to provide grants to qualified non-profit organizations. In its second year, the fund provided over \$300,000 in grants to the local community.



ORION AMPHITHEATER

# BOARD MEMBERS

## ELECTRIC BOARD MEMBERS



Thomas Winstead | Kim Caudle Lewis | George Moore

## GAS & WATER BOARD MEMBERS



Gripp Luther | Dorothy Huston | Jim Batson

## HUNTSVILLE UTILITIES MANAGEMENT TEAM

**Wes Kelley**, President / Chief Executive Officer  
**Christopher Jones**, Chief Operations Officer  
**David Champigny**, Chief Information Officer  
**Melissa Marty**, CPA, Chief Financial Officer  
**Mike Counts**, PE, Vice President, Operations

**Harry Hobbs**, DBA, Ph.D, SHRM-SCP, Vice President, Employee Engagement  
**Stacy Cantrell**, Vice President, Engineering  
**Ron Rizzardi**, Vice President, Operations Support  
**Warne Heath**, Esq., General Counsel

## HUNTSVILLE UTILITIES' EMPLOYEES





# FINANCIAL STATEMENTS

## ELECTRIC

2024

2023

### REVENUES

Residential Sales	315,606,492	298,774,778
Large Commercial & Industrial Sales	226,760,976	225,588,220
Small Commercial Sales	46,700,295	44,966,266
Other Operating Revenue & Sales	36,360,670	33,132,095
	<b>625,428,433</b>	<b>602,461,359</b>

### EXPENSES

Purchased Power	468,195,739	453,673,644
Transmission & Distribution	32,701,317	32,346,472
Customer Accounting	4,337,901	5,142,402
Administrative & General	37,757,106	32,007,317
Depreciation & Amortization	22,265,688	22,773,189
	<b>565,257,751</b>	<b>545,943,024</b>

## NATURAL GAS

### REVENUES

Residential Sales	27,010,584	25,549,052
Large Commercial & Industrial Sales	10,191,316	6,992,185
Small Commercial Sales	25,957,228	26,525,879
Other Operating Revenue & Sales	3,988,277	5,074,451
	<b>67,147,405</b>	<b>64,141,567</b>

### EXPENSES

Purchased Gas	24,513,636	29,047,478
Distribution	8,029,199	8,259,799
Customer Accounting	1,882,519	2,230,952
Administrative & General	14,975,639	13,527,533
Depreciation & Amortization	5,922,877	5,431,507
	<b>55,323,870</b>	<b>58,497,269</b>

## WATER

### REVENUES

Residential Sales	38,239,287	27,240,931
Large Commercial & Industrial Sales	3,435,198	2,111,191
Small Commercial Sales	21,001,705	15,393,279
Government Sales	4,558,697	3,374,962
Other Operating Revenue & Sales	12,570,212	9,236,506
	<b>79,805,099</b>	<b>57,356,869</b>

### EXPENSES

Purchased Water	45,052	53,605
Purification	4,685,408	4,444,773
Pumping	7,328,154	7,043,438
Distribution	10,987,432	9,499,542
Customer Accounting	4,077,753	3,034,295
Administrative & General	18,729,846	15,447,595
Depreciation & Amortization	12,957,987	12,558,869
	<b>58,811,632</b>	<b>52,082,117</b>

Complete audited financial reports may be viewed at [hsvutil.org/publications](https://hsvutil.org/publications) upon completion.  
All numbers have been rounded to the nearest dollar.

